



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

INFORMATIONAL LETTER NO.1693-MC

DATE: July 12, 2016

TO: Iowa Medicaid Hospitals, Physicians, Dentists, Podiatrists, Optometrists, Opticians, Pharmacy, Home Health Agency, Independent Lab, Ambulance, Medical Supply Dealers, Clinics, Rural Health Clinics, Chiropractors, Audiologists, Skilled Nursing Facilities, Rehab Agency, Intermediate Care Facilities, Community Mental Health Center, Mental Hospitals, Community Based ICF/MR, Psychologists, Hearing Aid Dealers, Orthopedic Shoe Dealers, Ambulatory Surgical Centers, Certified Registered Nurse Anesthetists, Hospice, Clinical Social Workers, Federally Qualified Health Centers, Nursing Facility-Mental III and Advanced Register Nurse Practitioner Providers and Managed Care Organizations (MCOs)

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Testing Completed for Medicare Crossover Claims-Coordination of Benefits (COB) with MCOs

EFFECTIVE: July 25, 2016

The IA Health Link managed care program began on April 1, 2016.

Informational Letter [1619-MC](#)¹ announced that for dates of service on or after April 1, 2016, all Medicare crossover claims for MCO-enrolled members would become the responsibility of the member's MCO; including both claims from Medicare Advantage Plans and traditional Medicare. The MCOs were required to complete approximately three months of testing before Medicare crossover claims could be approved to be sent automatically from Medicare to the MCOs for processing.

Testing has successfully been completed. The crossover transition has been approved by the Centers for Medicare and Medicaid Services (CMS). As of July 25, 2016, crossover claims will be sent automatically by Medicare to the MCO.

It is important to note that prior to managed care, there were a limited number of claims which did not automatically crossover. There will continue to be a limited number of claims which do not automatically crossover. It will be the provider's responsibility to submit the crossover claim to the appropriate MCO for reimbursement. All three MCOs will accept crossover claims in both standard electronic and paper formats, using the standard claim submission process outlined in their provider manuals.

¹ https://dhs.iowa.gov/sites/default/files/1619-MC_MedicareCrossover%20ClaimsCoordinationofBenefits_%20ManagedCareOrgan_.pdf

MCO specific materials are available on the [Managed Care Organization \(MCO\)-Specific Materials](#)² web page of the DHS website.

You may also contact the MCOs directly:

- Amerigroup Iowa, Inc. - Provider Services at 1-800-454-3730
- AmeriHealth Caritas Iowa, Inc. - Provider Services at 1-844-411-0579
- UnitedHealthcare Plan of the River Valley, Inc. - Provider Services at 1-888-650-3462

If you have any questions, please contact the IME Provider Services Unit at 1-800-338-7909 or email imeproviderservices@dhs.state.ia.us.

² <https://dhs.iowa.gov/ime/about/initiatives/MedicaidModernization/MCO-materials>